

October 25, 2013

Via Electronic Comment Filing System (ECFS)

Ms. Marlene H. Dortch Office of the Secretary Federal Communications Commission 445 12th Street SW Washington, DC 20554

RE: WC Docket Nos. 10-90 and 11-42: Form 481 – Annual reporting Requirements for High Cost and Low Income Recipients

Pursuant to Section 54.313 and 54.422 of the Federal Communications Commission's rules¹, enclosed is a redacted version of Form 481 Annual reporting Requirements and Certifications for Farmers Mutual Telephone Cooperative of Shellsburg, Iowa (FMTCS), Study Area Code 351173. As further required by Sections 54.313(i) and 54.422(c), a copy has been timely filed with the Universal Service Administrative Company and the applicable state regulatory commission.

Should you have any questions, please contact me by email at <u>Dean.Uher@FARRTechnologies.com</u> or by phone at (605) 630-3577.

Sincerely,

/s/ Dean Uher
Director of Regulatory Affairs

Enclosures:

1 47 C.F.R. §§ 54.313, 54.422

	m 481 - Carrier Annual Reporting Illection Form	ON	C Form 481 MB Control No. 3060-0986/OMB Control No. 3060-0819 y 2013
<010>	Study Area Code 351173		
<015>	Study Area Name FARMERS MUTUAL COO	OP.	
<020>	Program Year 2014		
<030>	Contact Name: Person USAC should contact Mark Harrison with questions about this data		
<035>	Contact Telephone Number: 319-436-2224 Number of the person identified in data line <030>		
<039>	Contact Email Address:	com	
			54.313 54.422
ANNUA	L REPORTING FOR ALL CARRIERS		Completion Completion Required Required
<100>	Service Quality Improvement Reporting	(complete attached works)	(check box when complete)
<200>	Outage Reporting (voice)	(complete attached worksh	neet)
<210>	< check box if no outages to report	t	
	Unfulfilled Service Requests (voice)		·
<310>	Detail on Attempts (voice)	(attach descriptive docum	nent)
<330>	Unfulfilled Service Requests (broadband) Detail on Attempts (broadband)	(attach descriptive docum	nent)
<400>	Number of Complaints per 1,000 customers (voice)		
<410>	Fixed 0.0		
<420>	Mobile		
<430> <440>	Number of Complaints per 1,000 customers (broadband) Fixed		
<450>	Mobile		
<500>	Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certifica	tion)
<510>	351173ia510	(attached descriptive docum	nent)
<600>	Functionality in Emergency Situations [351173ia610]	(check to indicate certification	
<610>	Company Price Offerings (voice)	(attached descriptive docum	ient)
	Company Price Offerings (Voice) Company Price Offerings (broadband)	(complete attached worksh (complete attached worksh	
<800>	Operating Companies and Affiliates	(complete attached worksh	
<900>	Tribal Land Offerings (Y/N)?	(if yes, complete attached worksh	
<1000>	Voice Services Rate Comparability	(check to indicate certifica	tion)
<1010>		(attach descriptive docum	nent)
	Terrestrial Backhaul (Y/N)?	(if not, check to indicate certificate	
<1110>	Tarres and Condition for History Contract	(complete attached worksh	
<1200>	Terms and Condition for Lifeline Customers	(complete attached worksh	neet)
	Price Cap Carriers, Proceed to Price Cap Additional Documentation W		
~2000×	Including Rate-of-Return Carriers affiliated with Price Cap Local Exchan	-	No.
<2000> <2005>		(check to indicate certificate) (complete attached works)	12222
	Rate of Return Carriers, Proceed to ROR Additional Documentation W	orksheet	
<3000>		(check to indicate certificate	tion)
<3005>		(complete attached worksh	neet)

	ervice Quality Improvement Reporting Illection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code 351173	
<015>	Study Area Name FARMERS MU	L COOP
<020>	Program Year 2014	
<030>	Contact Name - Person USAC should contact regarding this data	arrison
<035>	Contact Telephone Number - Number of person identified in data line <030> 31	436-2224
<039>	Contact Email Address - Email Address of person identified in data line <030> "	rrison@fmtcs.com
<110>	Has your company received its ETC certification from the FCC?	(yes / no)
<111>	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no) O
<112>	If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service. Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your co CETC which only receives frozen support, your progress report is only required to address voice telephony service.	any is a
	Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.	Name of Attached Document (.pdf)
<113>	Maps detailing progress towards meeting plan targets	
<114>	Report how much universal service (USF) support was received	
<115>	How (USF) was used to improve service quality	
<116>	How (USF)was used to improve service coverage	
<117>	How (USF) was used to improve service capacity	
<118>	Provide an explanation of network improvement targets not met in the prior calendar year.	

(200) Service Outage Reporting (Voice)	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013

<010>	Study Area Code	351173	
<015>	Study Area Name	FARMERS MUTUAL COOP	
<020>	Program Year	2014	
<030>	Contact Name - Person USAC should contact regarding this data	Mark Harrison	
<035>	Contact Telephone Number - Number of person identified in data line <030> 319-436-2224		
<039>	Contact Email Address - Email Address of person identified in data line <030> mharrison@fmtcs.com		

<220>	<a>	<b1></b1>	<b2></b2>	<b3></b3>	<b4></b4>	<c1></c1>	<c2></c2>	<d></d>	<e></e>	<f></f>	<g></g>	<h></h>
	NORS									Did This Outage		
	Reference	Outage Start	Outage Start	Outage End	Outage End	Number of		911 Facilities	Service Outage	Affect Multiple		
	Number	Date	Time	Date		Customers Affected	Total Number of	Affected	Description (Check	Study Areas	Service Outage	Preventative
							Customers	(Yes / No)	all that apply)	(Yes / No)	Resolution	Procedures
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•	ce Offerings including Voice Rate Data lection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013				
<010>	Study Area Code	351173					
<015>	Study Area Name	FARMERS MUTUAL COOP					
<020>	Program Year	2014					
<030>	Contact Name - Person USAC should contact regarding this data	Mark Harrison					
<035>	Contact Telephone Number - Number of person identified in data line <030>	319-436-2224					
<039>	Contact Email Address - Email Address of person identified in data line <030>	mharrison@fmtcs.com					
<701>	Residential Local Service Charge Effective Date 1/1/2013						
<702>	Single State-wide Residential Local Service Charge						

<703>

,]	<a1></a1>	<a2></a2>	<a3></a3>	<b1></b1>	<b2></b2>	<b3></b3>	<b4></b4>	<b5></b5>	<c></c>
Ī					Residential Local			Mandatory Extended Area	
ļ	State	Exchange (ILEC)	SAC (CETC)	Rate Type	Service Rate	State Subscriber Line Charge	State Universal Service Fee	Service Charge	Total per line Rates and Fees
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-					See att	ached worksheet			
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(710) Broadband Price Offerings	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	351173	
<015>	Study Area Name	FARMERS MUTUAL COOP	
<020>	Program Year	2014	
<030>	Contact Name - Person USAC should contact regarding this data	Mark Harrison	
<035>	> Contact Telephone Number - Number of person identified in data line <030> 319-436-2224		
<039>	> Contact Email Address - Email Address of person identified in data line <030> mharrison@fmtcs.com		

<711>	<a1></a1>	<a2></a2>	<b1></b1>	<b2></b2>	<c></c>	<d1></d1>	<d2></d2>	<d3></d3>	<d4></d4>
_	State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rate and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached {select }
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-			Se	e attached					
			work	sheet					
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(800) Op	erating Companies		FCC Form 481	
Data Coll	ection Form			OMB Control No. 3060-0986/OMB Control No. 3060-0819
				July 2013
<010>	Study Area Code		351173	
<015>	Study Area Name		FARMERS MUTUAL COOP	
<020>	Program Year		2014	
<030>	Contact Name - Person I	JSAC should contact regarding this data	Mark Harrison	
<035>	Contact Telephone Num	ber - Number of person identified in data line	<030> 319-436-2224	
<039>	Contact Email Address -	Email Address of person identified in data line	<030> mharrison@fmtcs.com	
<810>	Reporting Carrier	Farmers Mutual Telephone Cooperative	of Shellsburg, Iowa	
<811>	Holding Company			
<812>	Operating Company	Farmers Mutual Telephone Cooperative	of Shellsburg, Iowa	

<813>	<a1></a1>	<a2></a2>	<a3></a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
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=	See a	ttached works	heet
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	bal Lands Reporting lection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	351173	
<015>	Study Area Name	FARMERS MUTUAL COOP	
<020>	Program Year	2014	
<030>	Contact Name - Person USAC should contact regarding this data	Mark Harrison	
<035>	Contact Telephone Number - Number of person identified in data line	2<030> 319-436-2224	
<039>	Contact Email Address - Email Address of person identified in data line	e <030> mharrison@fmtcs.com	
<910>	Tribal Land(s) on which ETC Serves		
<920>	Tribal Government Engagement Obligation If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:	Name of Attached Document (.pdf	r)
		Select (Yes,No, NA)	
<921>	Needs assessment and deployment planning with a focus on Tribal community anchor institutions;		
<922>	Feasibility and sustainability planning;		
<923>	Marketing services in a culturally sensitive manner;		
<924>	Compliance with Rights of way processes		
<925>	Compliance with Land Use permitting requirements		
<926>	Compliance with Facilities Siting rules		
<927>	Compliance with Environmental Review processes		
<928>	Compliance with Cultural Preservation review processes		
<929>	Compliance with Tribal Business and Licensing requirements.		
<929>	Compliance with Tribal Business and Licensing requirements.		

	o Terrestrial Backhaul Reporting ection Form	FCC Form OMB Con July 2013	481 trol No. 3060-0986/OMB Control No. 3060-0819
<010>	Study Area Code	351173	
<015>	Study Area Name	FARMERS MUTUAL COOP	
<020>	Program Year	2014	
<030>	Contact Name - Person USAC should contact regarding this data	Mark Harrison	
<035>	Contact Telephone Number - Number of person identified in data line <030>	319-436-2224	
<039>	Contact Email Address - Email Address of person identified in data line <030>	nharrison@fmtcs.com	
<1120>	Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)		
<1130>	Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G)		

(1200) Te	1200) Terms and Condition for Lifeline Customers FCC Form 481				
Lifeline			OMB Control No. 3060-0986/OMB Control No. 3060-0819		
Data Coll	ection Form			July 2013	
•			251152		
<010>	Study Area Code		351173		
<015>	Study Area Name		FARMERS MUTUAL COOP		
<020>	Program Year		2014		
<030>	Contact Name - Person USAC should contact regarding this data		Mark Harrison		
<035>	Contact Telephone Number - Number of person identified in data I		319-436-2224		
<039>	Contact Email Address - Email Address of person identified in data	line <030>	mharrison@fmtcs.com		
<1210>	Terms & Conditions of Voice Telephony Lifeline Plans		51173ia1210 ame of attached document (.pdf)		
<1220>	Link to Public Website	HTTP			
	"Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:				
<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	V			
<1222>	Details on the number of minutes provided as part of the plan,	~			
<1223>	Additional charges for toll calls, and rates for each such plan.	~			

(0000)	(2000) D					
(2000) Pi	(2000) Price Cap Carrier Additional Documentation					
Data Col	Data Collection Form OMB Control No. 3060-0986/OMB Control No. 3060-09					
Including	Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers July 2013					
<010>	Study Area Code	351173				
<015>		FARMERS MUTUAL COOP				
<020>	,	2014				
<030>		Mark Harrison				
<035>	Contact Telephone Number - Number of person identified in data line <030					
<039>	Contact Email Address - Email Address of person identified in data line <030	> mharrison@fmtcs.com				
	<u> </u>					
CHECK t	he boxes below to note compliance as a recipient of Incremental Connect Am					
	support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached b	pelow is accurate.			
	In any months of Comment America Phone I was anti-					
<2010s	Incremental Connect America Phase I reporting					
<2010> <2011>	2nd Year Certification (47 CFR § 54.313(b)(1))		 			
<2011>	3rd Year Certification {47 CFR § 54.313(b)(2)}					
	Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a))}				
<2012>	2013 Frozen Support Certification	•				
<2013>	2014 Frozen Support Certification					
<2014>	2015 Frozen Support Certification					
<2015>	2016 and future Frozen Support Certification					
	''					
	Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}					
<2016>	Certification Support Used to Build Broadband					
	Connect America Phase II Reporting {47 CFR § 54.313(e)}					
<2017>	3rd year Broadband Service Certification					
<2018>	5th year Broadband Service Certification					
<2019>	Interim Progress Certification					
<2020>	Please check the box to confirm that the attached PDF , on line 2021					
	contains the required information pursuant to § 54.313 (e)(3)(ii), as	a recipient				
	of CAF Phase II support shall provide the number, names, and addre	sses of				
	community anchor institutions to which began providing access to b	roadband				
	service in the preceding calendar year.					
<2021>	Interim Progress Community Anchor Institutions	Name of Attached Document Listing Required Information				

(3000) Ra	3000) Rate Of Return Carrier Additional Documentation FCC Form 481					
Data Coll	ection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013			
- <010>	Study Area Code 351173					
<015>		MUTUAL COOP				
<020>	Program Year 2014					
<030>		rk Harrison				
<035>	Contact Telephone Number - Number of person identified in data line <030>	319-436-2224				
<039>	Contact Email Address - Email Address of person identified in data line <030>	mharrison@fmtcs.com				
CHECK t	he boxes below to note compliance on its five year service quality plan (pursua CFR § 54.313(f)(2). I further certify that	ant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring the information reported on this form and in the documents attac				
	Progress Report on 5 Year Plan					
(3010)	Milestone Certification {47 CFR \S 54.313(f)(1)(i)} Please check this box to confirm that the attached PDF , on line 3012,	Name of Attached Document Listing Required Information				
(3011)	contains the required information pursuant to § 54.313 (f)(1)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.					
(3012) (3013) (3014)	Community Anchor Institutions {47 CFR § 54.313{f}(1)(ii)} Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)} If yes, does your company file the RUS annual report Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires: Electronic copy of their annual RUS reports (Operating Report for	Name of Attached Document Listing Required Information	(Yes/No) (Yes/No)			
(3015)	relecommunications Borrowers) PDF of Balance Sheet, Income Statement and Statement of Cash Flows					
(3010)	,					
(3017) (3018)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation If the response is no on line 3014, Is your company audited?	Name of Attached Document Listing Required Information	351173ia3017 (Yes/No)			
	If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains					
(3019)	. Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications					
(3020)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows					
(3021)	Management letter issued by the independent certified public accountant that performed the company's financial audit.					
(3022)	If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains: Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications					
(3023)	Borrowers, Underlying information subjected to a review by an independent certified					
(3024)	public accountant Underlying information subjected to an officer certification.					
(3025)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows					
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information	Replace File			

Page 11 10/11/2013

	Certification - Reporting Carrier Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	351173	
<015>	Study Area Name	FARMERS MUTUAL COOP	
<020>	Program Year	2014	
<030>	> Contact Name - Person USAC should contact regarding this data Mark Harrison		
<035>	5> Contact Telephone Number - Number of person identified in data line <030> 319-436-2224		
<039>	Contact Email Address - Email Address of person identified in data line <030> mharrison@fmtcs.com		

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to	ne Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients			
certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support ecipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.				
Name of Reporting Carrier:				
Signature of Authorized Officer:	Date			
Printed name of Authorized Officer:				
Title or position of Authorized Officer:				
Telephone number of Authorized Officer:				
Study Area Code of Reporting Carrier:	Filing Due Date for this form:			
Persons willfully making false statements on this form ca	be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.			

Certification - Agent / Carrier Data Collection Form				FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	351173		
<015>	Study Area Name	FARMERS MUTUAL COOP		
<020>	Program Year	2014		
<030>	Contact Name - Person USAC sh	ould contact regarding this data Mark	Harrison	
<035>	Contact Telephone Number - Number of person identified in data line <030>		319-436-2224	
<039>	Contact Email Address - Email Ad	ddress of person identified in data line <030>	mharrison@fmtcs.com	

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

certify that (Name of Agent)Dean_Uher				
Name of Authorized Agent: Dean Uher				
Name of Reporting Carrier: FARMERS MUTUAL COOP				
Signature of Authorized Officer: CERTIFIED ONLINE	Date: 10/11/2013			
Printed name of Authorized Officer: Mark Harrison				
Title or position of Authorized Officer: General Manager				
Telephone number of Authorized Officer: 3194362224				
Study Area Code of Reporting Carrier: 351173	Filing Due Date for this form: 10/15/2013			

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier					
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients o					
the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported	nerein is accurat	e.			
Name of Reporting Carrier: FARMERS MUTUAL COOP					
Name of Authorized Agent or Employee of Agent: Dean Uher					
Signature of Authorized Agent or Employee of Agent: CERTIFIED ONLINE	Date:	10/11/2013			
Printed name of Authorized Agent or Employee of Agent: Dean Uher					
Title or position of Authorized Agent or Employee of Agent Director of Regulatory Affairs					
Telephone number of Authorized Agent or Employee of Agent: 6056303577					
Study Area Code of Reporting Carrier: 351173 Filing Due Date for this form: 10/15/2013					
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S. 18 of the United States Code, 18 U.S.C. § 1001.	C. §§ 502, 503(b), o	r fine or imprisonment under Title			

Attachments

(800) Op	erating Companies	FCC Form 481
Data Coll	ection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	351173
<015>	Study Area Name	FARMERS MUTUAL COOP
<020>	Program Year	2014
<030>	Contact Name - Person l	ISAC should contact regarding this data Mark Harrison
<035>	Contact Telephone Num	per - Number of person identified in data line <030> 319-436-2224
<039>	Contact Email Address -	Email Address of person identified in data line <030> mharrison@fmtcs.com
<810>	Reporting Carrier	Farmers Mutual Telephone Cooperative of Shellsburg, Iowa
<811>	Holding Company	
<812>	Operating Company	Farmers Mutual Telephone Cooperative of Shellsburg, Iowa

<813>	<a1></a1>	<a2></a2>	<a3></a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
=	Farmers Mutual Telephone Cooperative of Shellsburg, Iowa	351173	FMTCS
_	Farmers Mutual Telephone Cooperative of Shellsburg, Iowa	351173	USA Communications
_	Shellsburg Cablevision, Inc.		USA Communications
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Farmers Mutual Telephone Cooperative of Shellsburg (FMTCS)

Certification of Compliance with Applicable Service Quality Standards and Consumer Protection Rules

1. Service Quality Standards

- a. The Company:
 - Provides voice grade access to the public switched network.
 - Provides flat rated local exchange service with no additional charge to end users.
 - Provides access to the emergency services provided by local government or other public safety organizations, such as 911 and enhanced 911.
 - Provides toll blocking and toll limitation services.
 - Advertises the availability of its services and the charges using media of general distribution and on its website.
 - Maintains a business office providing customers with access to a customer service representative either in person or via a local telephone call or toll-free telephone number during normal business hours.
 - Directs after hour calls to the Company's help desk.
 - Directs trouble reports to the on-call technician.
 - Tracks all service orders to ensure they are completed in a timely manner.
 - Measures its service connection and service interruption performance on a regular basis.
 - Trains employees to:
 - Answer all incoming calls promptly.
 - Respond to all inquiries for information promptly and courteously.
 - Investigate thoroughly all customer complaints and handle appropriately according to the Company's guidelines for resolution of customer complaints.
 - Be knowledgeable about products and service offerings so they can assist the customer with selecting the best service option.
 - Has a process for periodic inspection, testing and preventive maintenance of its equipment to permit the rendering of safe, adequate and continuous service at all times.

2. Consumer Protection Rules

- a. The Company has established operating procedures designed to facilitate compliance with applicable consumer protection rules which include compliance with the Customer Proprietary Network Information (CPNI) rules. The operating procedures include:
 - Appointment of a compliance officer.
 - A manual detailing the specific procedures for protecting consumer information.
 - Employee training on an annual basis.
 - A disciplinary process for improper use of consumer information.

Farmers Mutual Telephone Cooperative of Shellsburg (FMTCS)

Functionality in Emergency Situations

The company certifies that industry best practices are followed in the design of its network and switching centers which allow FMTCS to remain functional in emergency situations. This functionality is accomplished through the use of 48 volt DC batteries and backup power generators which allow the company to remain functional during emergencies which may create power outages. The batteries and backup power sources are regularly maintained and tested in accordance with industry guidelines and manufacturer recommendations. Fully charged batteries allow the communications system to remain operational for a minimum of 8 hours. Through the use of batteries and onsite power generators the Company can maintain functionality without an external power source.

The Company's network is designed to handle excess traffic which may occur during emergency outages. FMTCS routinely monitors traffic levels to ensure adequate capacity exists for both routine operations as well as abnormal traffic spikes which could occur in an emergency situation. The companies' network is engineered with redundancy where feasible to allow the company to re-route traffic in case network facilities are damaged.

The Company's service is consistent with the requirements and the obligations to provide service in emergency situations as set forth in § 54.202(a)(2).

RECEIVED March 29, 2012 TF-2012-0172

REDACTED - FOR PUBLIC INSPECTION

FARMERS MUTUAL TELEPHONE COOPERATIVE OF SHELLSBURG Filed with Board TELEPHONE TARIFF

First Revised Sheet No. Replaces Original Sheet No.

<u>99</u> 99

PART VI

SERVICE CHARGES (Continued)

			02.							
LOW	INC	OM	E CONNECTION ASSIS	TANCE PROGRAM		(T)				
Α.	LIFE	ELINI	E ASSISTANCE			(T)				
	1.	app app Qua	licants with reductions in lies for a single telepho	their monthly local exchange one line at the applicant's re their monthly local excha	ich assists qualified low-income ge service rate. The assistance s principal place of residence. nge service rate reduced by the	(T)				
	2.	Elig	ibility Requirements			(D)				
		app of t	licant (1) meets income-b	pased criterion currently def elines, OR (2) participates	de documentation showing the ined as at or below 135 percent in at least one of the following	(C) (C) (C) (C)				
		 a. Medicaid (e.g. Title XIX/Medical, state supplemental assistance) b. Supplemental Nutrition Assistance Program (SNAP) c. Supplemental Security Income (SSI) d. Federal public housing assistance e. Low-Income Home Energy Assistance Program (LHEAP) 								
		f. g.	Temporary Assistance f National School Lunch I	or Needy Families Program Program	ı (TANF)	(D)(M)(T) (T)				
		The Lifeline customer is responsible for notifying the Company within 30 days if the customer ceases to participate in any of the public assistance programs listed above.								
		A Lifeline customer may only receive assistance from one wireline or one wireless provider per household.								
	3.	Application for Assistance								
				elephone assistance throuny as governed by 47 CFR	gh completion of a certification 54.410.	(C) (C)				
	4.	Rat	es							
		a. The Lifeline customer will receive a monthly credit toward the customer's residential local exchange service rate. The total monthly credit identified in 47 CFR 54.403 shall be used to reduce the Lifeline customer's rate.								
		b. Toll blocking shall be included with this service offering without charge. No service deposit would be required if applicant voluntarily elects toll blocking with the initiation of Lifeline Service.								
ISSU	IED:		March 28, 2012 Date	EFFECTIVE:	April 1, 2012 Date	-				
BY:			Mark Harrison Name	<u>General Manager</u> Title	Shellsburg, IA 52332 Address	-				



Proposed ETC Certification Reporting Form Quality of Service Reporting due July 1, 2013 Reporting Period January 1 - December 31, 2012

USAC Study Area Code:	35-1173
Date:	6/28/2013

Farmers Mutual Telephone

Company Name: Cooperative of Shellsburg, Iowa Address: 124 Main Street, Shellsburg, IA 52332

Contact Person: Mark Harrison Telephone: (319) 436-2224 Fax: (319) 436-2228

E-Mail: <u>mharrison@fmtcs.com</u>

Local Usage – 199 IAC 39.5(1). The amount of minutes of service provided each month, without any additional charge, as part of the ETC-eligible service. Each ETC shall include a description of its rate plans; a definition of the calling area associated with the plans; an explanation of bundling of local and long distance services; an explanation of free calls to government agencies or other entities; and an explanation of other issues related to the rates and terms of the plans. (Attach additional sheets as needed).

Description of Rate Plans: To add additional rows to the table, press the tab key when in the bottom right table cell.									
Service Plan Name	Minutes of Service	Calling Area for service Plan	Services Included in Service Plan	Free calling Information Included in the Service Plan	Other Issues Related to the Rates and Terms of the Service Plan				
Basic Shellsburg	Unlimited	Shellsburg, Alburnett, Urbana, Cedar Rapids, Atkins, Palo, Vinton	Call Waiting, Call	N/A	N/A				
Basic Alburnett	Unlimited	Shellsburg, Alburnett, Urbana, Cedar Rapids, Central City	Forwarding, 3-Way Calling, Automatic Callback, 900 Blocking, Customer	N/A	N/A				
Basic Benton Township	Unlimited	Shellsburg, Alburnett, Brandon, Urbana, Cedar Rapids, Center Point, Vinton	Originated Trace	N/A	N/A				



Proposed ETC Certification Reporting Form Quality of Service Reporting due July 1, 2013 Reporting Period January 1 - December 31, 2012

Description of R	Description of Rate Plans: To add additional rows to the table, press the tab key when in the bottom right table cell.								
Service Plan Name	Minutes of Service	Calling Area for service Plan	Services Included in Service Plan	Free calling Information Included in the Service Plan	Other Issues Related to the Rates and Terms of the Service Plan				
Basic Urbana	Unlimited	Shellsburg, Alburnett, Brandon, Urbana, Cedar Rapids, Center Point, Vinton	Call Waiting, Call Forwarding, 3-Way Calling, Automatic Callback, 900 Blocking, Customer Originated Trace	N/A	N/A				

Notes or Explanations as Needed:

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0572-0031. The time required to complete this information collection is estimated to average 4 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

USDA-RUS		TO THE RESERVE TO THE PARTY OF	This data will be used by RUS to review your financial situation. Your response is required by 7 U.S.C. 901 et seq. and, subject to federal laws and regulations regarding confidential information, will be treated as confidential. BORROWER NAME Farmers Mutual Telephone Cooperati of Shellsburg, Iowa				
OPERATING REP		s					
INSTRUCTIONS-Submit report to RUS within 30 day	s after close of the pe	riod.	PERIOD ENDING	BORROWER DESIGNATION			
For detailed instructions, see RUS Bulletin 1744-2. R			December, 2012	IA0508			
		CE	RTIFICATION	1			
ALL INSURANCE REQUIRED BY 7 RENEWALS HAVE BEEN OBTAINE	CFR PART 1788, D FOR ALL POL	CHAPTER XVI	ounts and other records of the system and reflect the sta I, RUS, WAS IN FORCE DURING THE REPORTI PURSUANT TO PART 1788 OF 7CFR CHAPTER	NG PERIOD AND			
All of the obligations under the RUS loan door have been fulfilled in all material respects.		(Check one	There has been a default in the fulfillment of the obli- under the RUS loan documents. Said default(s) is/a specifically described in the Telecom Operating Rep	igations are			
	•	DATE					
		PART A	A. BALANCE SHEET				
11	BALANCE	BALANCE		BALANCE BALANCE			
ASSETS	PRIOR YEAR	END OF PERIOD	LIABILITIES AND STOCKHOLDERS' EQUITY	PRIOR YEAR END OF PERIOD			
CURRENT ASSETS			CURRENT LIABILITIES				
Cash and Equivalents		_	25. Accounts Payable				
2. Cash-RUS Construction Fund	KI LIBERTA PARAMETER I EL BORRA DE PARAMETER DE	TO POST OF THE POS	26. Notes Payable				
3. Affiliates:			27. Advance Billings and Payments				
a. Telecom, Accounts Receivable			28. Customer Deposits				
b. Other Accounts Receivable	-		29. Current Mat. L/T Debt				
c. Notes Receivable			30. Current Mat. L/T Debt-Rur. Dev.				
4. Non-Affiliates:	The state of the s	THE REAL PROPERTY AND ADDRESS OF THE PARTY AND	31. Current MatCapital Leases				
a. Telecom, Accounts Receivable	-112/2		32. Income Taxes Accrued				
b. Other Accounts Receivable	-		33. Other Taxes Accrued				
c. Notes Receivable		The state of the s	34. Other Current Liabilities				
Interest and Dividends Receivable Material-Regulated			35. Total Current Liabilities (25 thru 34)				
7. Material-Nonregulated	-		LONG-TERM DEBT				
8. Prepayments		See of the second	36. Funded Debt-RUS Notes 37. Funded Debt-RTB Notes				
9. Other Current Assets			38. Funded Debt-FFB Notes				
0. Total Current Assets (1 Thru 9)			39. Funded Debt-Other				
NONCURRENT ASSETS		allog Pathal Halls on					
Investment in Affiliated Companies			40. Funded Debt-Rural Develop. Loan 41. Premium (Discount) on L/T Debt				
a. Rural Development			42. Reacquired Debt				
b. Nonrural Development			43. Obligations Under Capital Lease				
2. Other Investments			44. Adv. From Affiliated Companies				
a. Rural Development		The second secon	45. Other Long-Term Debt				
b. Nonrural Development	Single Land	THE RESERVE OF THE PARTY OF THE	46. Total Long-Term Debt (36 thru 45)				
Nonregulated Investments			OTHER LIAB. & DEF. CREDITS				
Other Noncurrent Assets			47. Other Long-Term Liabilities	operation and a second a second and a second and a second and a second and a second a second and			
5. Deferred Charges			48. Other Deferred Credits				
Jurisdictional Differences			49. Other Jurisdictional Differences				
7. Total Noncurrent Assets (11 thru 16)			50. Total Other Liabilities and Deferred Credits (47 thru 49)				
LANT, PROPERTY, AND EQUIPMENT			EQUITY				
8. Telecom, Plant-in-Service			51. Cap. Stock Outstand, & Subscribed				
9. Property Held for Future Use			52. Additional Paid-in-Capital				
Plant Under Construction			53. Treasury Stock				
1. Plant Adj., Nonop. Plant & Goodwill			54. Membership and Cap. Certificates				
2. Less Accumulated Depreciation			55. Other Capital				
3. Net Plant (18 thru 21 less 22)			56. Patronage Capital Credits				
4. TOTAL ASSETS (10+17+23)			57. Retained Earnings or Margins				
			58. Total Equity (51 thru 57)				
			59. TOTAL LIABILITIES AND EQUITY (35+46+50+58)				

Total Equity = of Total Assets

USDA-RUS

OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS

BORROWER	DESIGNATION

IA0508

PERIOD ENDING

INSTRUCTIONS- See RUS Bulletin 1744-2

December, 2012

ITEM	PRIOR YEAR	THIS YEAR	
I. Local Network Services Revenues			
2. Network Access Services Revenues		(Alleria)	
B. Long Distance Network Services Revenues			
Carrier Billing and Collection Revenues			
5. Miscellaneous Revenues			
3. Uncollectible Revenues			
7. Net Operating Revenues (1 thru 5 less 6)			
B. Plant Specific Operations Expense			
Plant Nonspecific Operations Expense (Excluding Depreciation & Amortization)		ADDITION OF THE PARTY OF THE PA	
D. Depreciation Expense		and the second s	
1. Amortization Expense			
Customer Operations Expense			
3. Corporate Operations Expense 4. Total Operation Expenses (8 thru 13)		alteriore de la constante de l	
Total Operating Expenses (8 thru 13) Operating Income or Margins (7 less 14)			
6. Other Operating Income and Expenses			
7. State and Local Taxes			
8. Federal Income Taxes			
9. Other Taxes			
0. Total Operating Taxes (17+18+19)			
Net Operating Income or Margins (15+16-20)			
2. Interest on Funded Debt			
Interest Expense - Capital Leases			
4. Other Interest Expense			
Allowance for Funds Used During Construction	Name of the state		
6. Total Fixed Charges (22+23+24-25)			
7. Nonoperating Net Income		1	
8. Extraordinary Items			
9. Jurisdictional Differences			
0. Nonregulated Net Income			
1. Total Net Income or Margins (21+27+28+29+30-26)			
2. Total Taxes Based on Income			
3. Retained Earnings or Margins Beginning-of-Year			
4. Miscellaneous Credits Year-to-Date			
5. Dividends Declared (Common)			
6. Dividends Declared (Preferred)			
77. Other Debits Year-to-Date			
8. Transfers to Patronage Capital		THE RESERVE	
9. Retained Earnings or Margins End-of-Period [(31+33+34) - (35+36+37+38)]			
10. Patronage Capital Beginning-of-Year		- The second sec	
11. Transfers to Patronage Capital	and the state of t		
12. Patronage Capital Credits Retired			
Patronage Capital End-of-Year (40+41-42)			
14. Annual Debt Service Payments			
15. Cash Ratio [(14+20-10-11) / 7]			
16. Operating Accrual Ratio [(14+20+26) / 7]			
17. TIER [(31+26) / 26] 18. DSCR [(31+26+10+11) / 44]	and the second s		

SEE APORIMETABLES PARTIES PRATICIONALE PROPERTIES

USDA-RUS

OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS

BORROWER DESIGNATION

1A050

PERIOD ENDED

December, 2012

INSTRUCTIONS - See RUS Bulletin 1744-2

	1. RATE	S	2. SUB	SCRIBERS (ACCESS LIN	ES)	3. ROUTE MILES		
EXCHANGE	B-1 (a)	R-1 (b)	BUSINESS (a)	RESIDENTIAL (b)	TOTAL (c)	TOTAL (including fiber) (a)	FIBER	
Shellsburg	18.00	14.00						
Urbana	18.00	14.00						
Benton Township	18.00	14.00						
Alburnett	18.00	14.00						
MobileWireless								
Route Mileage Outside Exchange Area								
Total								
No. Exchanges	4	essenti (ne-esse i Decum More del Desembre						

USDA-RUS

OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS

BORROWER DESIGNATION

IA0508

PERIOD ENDED

December, 2012

INSTRUCTIONS - See RUS Bulletin 1744-2

	Part	SUBSCRIBER (A		BROADBAND SER	VICE		***************************************	
EXCHANGE	No. Access Lines with BB available (a)	No Of Broadband Subscribers (b)	Number Of Subscribers (c)	Advertised Download Rate (Kbps) (d)	Advertised Upload Rate (Kbps) (e)	Price Per Month (f)	Standalone/Pckg	Type Of Technology (g)
Shellsburg				384	512	49.95	StandAione	
Urbana				384	512	49.95	StandAlone	
Benton Township	Egit and the			384	512	49,95	StandAlone	
Albumett				384	512	49.95	StandAlone	
7 Madiffeet							Action of the last	

	USDA-RUS					BORROWER DESIGNATION			
	OPERATING REPORT	TFOR		PERIOD ENDING December, 2012					
	TELECOMMUNICATIONS B	ORROWERS							
INSTRUCTIONS- See RUS Bulle	etin 1744-2								
		PART D. SYSTEM	DATA						
1. No. Plant Employees	2. No. Other Employees	3. Square Miles Served		4. Access Lines per Square	Mile	5. Subscribers per Route Mile			
		PART E. TOLL C	ATA						
Study Area ID Code(s)	2. Types of	Toil Settlements (Check one	>						
	a. 351173		Interstate:	X Average Schedule		Cost Basis			
	b		Intrastate: [X Average Schedule		Cost Basis			
	d. e.								
	f.								
	g								
	h					li i			
	40,								
	l								
	PART	F. FUNDS INVESTED IN P	LANT DURING YEA	AR					
1. RUS, RTB, & FFB Loan Fund	s Exnended								
Other Long-Term Loan Funds									
Funds Expended Under RUS				**************************************					
4. Other Short-Term Loan Fund	**************************************				····	and the control of th			
5. General Funds Expended (Ot	**************************************								
6. Salvaged Materials									
7. Contribution in Aid to Constru	oction								
8. Gross Additions to Telecom, I									
	PART	F. G. INVESTMENTS IN AFF	ILIATED COMPANI	ES		Balanda Lavernou qua estra de este conhecid de maior (2007) a laver pour de gazantes conheces			
		CURRENT Y	EAR DATA		CUMULATIVE DA	ATA			
Statement				Cumulative	Cumulative				
District Control of the Control of t	NVESTMENTS	Investment	Income/Loss	Investment	Income/Loss	Current			
		This Year	This Year	To Date	To Date	Balance			
	(a)	(b)	(ē)	(d)	(e)	Ø			
Investment in Affiliated Comp	anies - Rural Development	0	0	0	0	0			
2 Inventment in Affiliated Come	anias Nanaumi Davaleement								

Page 5 of 6

USDA-RUS

OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS

BORROWER DESIGNATION	
IA0538	

PERIOD ENDING
December, 2012

PART H. CURRENT DEPRECIATIO	N	R۸	TES
-----------------------------	---	----	-----

	description rates around address to the sample of the samp		······································	
	depreciation rates approved by the regulatory authority over the provision of telephone services? (Check one)		YES	NO
			1120	
	EQUIPMENT CATEGORY		DEPRECIA ⁻	TION RATE
Land and supp	port assets - Motor Vehicles		DEI ILEUM	HOWINA
	port assets - Aircraft			
	port assets - Special purpose vehicles			
	port assets - Garage and other work equipment		the later than the same of the	
	port assets - Buildings			
	port assets - Furniture and Office equipment			
	port assets - General purpose computers	···		
	Switching - Digital		***************************************	
	Switching - Analog & Electro-mechanical			
	Switching - Operator Systems			
	Transmission - Radio Systems			····
	Transmission - Circuit equipment			
	gination/termination - Station apparatus			
	gination/termination - Customer premises wiring			
	gination/termination - Large private branch exchanges			
	gination/termination - Public telephone terminal equipment			
	igination/termination - Other terminal equipment			
18. Cable and wire				· · · · · · · · · · · · · · · · · · ·
19. Cable and wire	e facilities - Aerial cable - Metal			
20. Cable and wire	e facilities - Aerial cable - Fiber			
	e facilities - Underground cable - Metal			
	e facilities - Underground cable - Fiber			
	e facilities - Buried cable - Metal			
24. Cable and wire	e facilities - Buried cable - Fiber		· · · · · · · · · · · · · · · · · · ·	
25. Cable and wire	e facilities - Conduit systems			
26. Cable and wire	facilities - Other			

USDA-RUS

BORROWER DESIGNATION

1A0508

OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS

30.

Ending Cash

PERIOD ENDED

	TELECOMMUNICATIONS BURROWERS	ERIOD ENDED	
INST	RUCTIONS - See help in the online application.	December, 2012	
	PART I – STATEMENT OF CASH	FLOWS	
1.	Beginning Cash (Cash and Equivalents plus RUS Construction Fund)		
	CASH FLOWS FROM OPERATING ACTIVITIES		
2.	Net Income		
-	Adjustments to Reconcile Net Income to Net Cash Provided by Ope	erating Activities	
3.	Add: Depreciation		
4.	Add: Amortization		
5.	Other (Explain)		
•	Cital (Explain)		
	Changes in Operating Assets and Liabilities		
6.	Decrease/(Increase) in Accounts Receivable		
7.	Decrease/(increase) in Materials and Inventory		
8.	Decrease/(Increase) in Prepayments and Deferred Charges		
9.	Decrease/(Increase) in Other Current Assets		
10.	Increase/(Decrease) in Accounts Payable		
11.	Increase/(Decrease) in Advance Billings & Payments		
12.	Increase/(Decrease) in Other Current Liabilities		
13.	Net Cash Provided/(Used) by Operations		
	CASH FLOWS FROM FINANCING ACTIVITIES		
14.	Decrease/(Increase) in Notes Receivable		
15.	Increase/(Decrease) in Notes Payable		
16.	Increase/(Decrease) in Customer Deposits		
17.	Net Increase/(Decrease) in Long Term Debt (Including Current Maturities)		
18.	Increase/(Decrease) in Other Liabilities & Deferred Credits		
19.	Increase/(Decrease) in Capital Stock, Paid-in Capital, Membership and Capital Certificate	es & Other Capital	
20.	Less: Payment of Dividends		
21.	Less: Patronage Capital Credits Retired		
22.	Other (Explain)		
	Change in income and other taxes accrued, interest/dividends receivefund	ivable, and excise tax	
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			
23.	Net Cash Provided/(Used) by Financing Activities		
	CASH FLOWS FROM INVESTING ACTIVITIES	}	
24.	Net Capital Expenditures (Property, Plant & Equipment)		
25.	Other Long-Term Investments		
26.	Other Noncurrent Assets & Jurisdictional Differences		
27.	Other (Explain) Chapter in Plant Petitements		
	Change in Plant Retirements		
00	N. O. I. O. I. I. W. I.		
28.	Net Cash Provided/(Used) by Investing Activities		
29.	Net Increase/(Decrease) in Cash		

Revision Date 2010

REDACTED - FOR PUBLIC INSPECTION					
USDA-RUS	BORROWER DESIGNATION				
OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS	1A0508				
INSTRUCTIONS - See RUS Bulletin 1744-2	PERIOD ENDED December, 2012				
NOTES TO THE OPERATING REPORT FO	R TELECOMMUNICATIONS BORROWERS				
	-				

USDA-RUS	BORROWER DESIGNATION	
OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS	IA0508	
INSTRUCTIONS - See RUS Bulletin 1744-2	PERIOD ENDED December, 2012	
CERTIFICATION LOAN DEFAULT NOTES TO THE OPERA	TING REPORT FOR TELECOMMUNICATIONS BORROWERS	

Operating Report Checks

Borrower Name: Farmers Mutual Telephone Cooperati of Shellsburg, Iowa Year: 2012

Borrower ID: IA0508 Period: December

Part G: Investments in Affiliated Companies